

<b>CITY OF BEAVERTON</b> <b>Support Specialist 1</b>
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**General Summary**

Provide a variety of reception, customer service functions and support services such as word processing, data entry and filing.

**Essential Functions**

*Depending upon assignment, the incumbent may perform a combination of some or all of the following duties, which are a representative sample of the level of work appropriate to this class.*

1. Provide reception services to the public by telephone and in person. Direct calls and customers to proper contacts. Calm and diffuse confused or irate customers. Provide general information.
2. Coordinate special projects and activities.
3. Draft, format and produce word processing documents. Proofread and edit material.
4. Provide word processing for a variety of documents.
5. Maintain files, process records, and file and retrieve material.
6. Prepare and distribute materials. Process and distribute mail.
7. Provide a variety of clerical support functions such as compiling and verifying information, and updating data.
8. Maintain department internal/external website.
9. Perform data entry and retrieval.
10. Maintain office supplies and inventory.
11. Participate in division/section operational processes including procedure development and implementation.
12. Provide excellence in internal and external customer service. Create a positive experience for customers through professional and courteous behavior and creative problem resolution. Focus on producing high quality results.
13. Represent the City to the public in operational functions as required. Advance and protect the interests of the City and its citizens in all matters.
14. Handle confidential and sensitive information.

15. Develop safe work habits and follow all required safety policies, procedures and techniques. Contribute to safety of self, co-workers and general public.
16. Participate in the City Emergency Management program including classes, training sessions and emergency events.
17. Produce an acceptable quantity and quality of work that is completed within established timelines.
18. Follow standards as outlined in the Employee Handbook.
19. Support and respect diversity in the workplace.

### **Other Functions**

1. Provide backup and peak-load coverage to others.
2. Perform related duties of a similar scope and nature.

### **Knowledge Required**

- ◆ Working knowledge of effective reception and customer service practices.
- ◆ Working knowledge of basic arithmetic and mathematics principles.
- ◆ Working knowledge of English grammar, spelling and usage.
- ◆ Basic understanding of practices and principles of public/business administration and decision-making.

### **Skills/Abilities Required**

- ◆ Ability to handle multiple line phone systems.
- ◆ Ability to file alpha-numerically.
- ◆ Ability to participate on a team focused on producing high quality results.
- ◆ Ability to establish and maintain effective working relationships with employees, contractors, other agencies, public officials and the general public.
- ◆ Ability to apply excellent internal and external customer service skills.
- ◆ Ability to communicate effectively both orally and in writing with diverse customers, employees, contractors, other agencies, public officials and the general public.
- ◆ Ability to use a keyboard, and word-processing and spreadsheet programs or other application software as required for position.
- ◆ Ability to use general office equipment including typewriter, adding machine and copier.

### **Minimum Qualifications Required for Entry**

High School diploma or GED and 1 year of general office experience desired, including reception experience, or an equivalent combination of education and experience enabling the incumbent to perform the essential functions of the position.

### **Licensing/Special Requirements**

- ♦ Some positions in this classification are required to possess a valid driver's license and the ability to meet the City's driving standards.

### **Working Conditions**

Regular focus on a computer screen; daily use of a keyboard or similar device; daily operation of power office equipment; daily standing for prolonged periods; lifting, moving and carrying of objects 20-40 pounds; crouching, bending, kneeling or reaching to perform filing activities; occasional dealing with distraught or difficult individuals.

### **Classification History**

As of 10/97: Office Associate

Revised: 1/98

New class specification title 1/98: Support Specialist 1

Revised: 3/05

Revised: 1/1/09

Status: SEIU

FLSA: Non-exempt

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Human Resources Signature

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Date